

Frequently Asked Questions - Practice Merger

Will there be many changes?

You will probably experience very little change to your service. However, there will be changes behind the scenes in respect of IT and internal implementation of the merger.

Will I still be able to attend the same premises?

You can attend the same premises as you do now but you will have the option to attend either site for your appointments if you wish.

Will I still contact the practice on the same telephone number?

Yes this will remain the same. At a later date we may look at the option of having one telephone number with a centralised appointments system.

Will I still be able to book the same appointments?

Our systems for booking appointments will continue from the day we merge. We will continually review our systems to offer the best possible service to our patients. We are committed in ensuring good continuity of care is retained.

On-line system - How do I know my appointment is at the correct site?

The online system will clearly display the location on the available appointments screen and the confirmation screen. It is important that you take note of which surgery the appointment is at.

Will the Doctors and clinical staff I currently see still be working at my preferred site?

The Doctors and clinical staff will continue to work at the sites that they are currently working at.

Will I be able to request my repeat prescriptions in the same way I do now?

Yes you will be able to continue to request and collect your prescriptions in the same way as you do now.

Will the opening hours stay the same?

The opening hours will not change at either site.